CLAIMS

We claim:

1. A method of allocating computing resources, said method comprising:
receiving requests for services from a plurality of customers;
responding to said requests for services, utilizing a shared infrastructure; and
configuring said shared infrastructure, based on stored customer information.

2. The method of Claim 1, further comprising:
creating a provisioning request, corresponding to one of said customers; and
transmitting said provisioning request;
wherein said configuring is carried out according to said provisioning request.

3. The method of Claim 1, further comprising:
forming a group of provisioning requests; and
including in said group provisioning requests corresponding to two or more of said customers;
wherein said configuring is carried out according to said group of provisioning requests.

4. The method of Claim 3, wherein:
said configuring further comprises configuring according to said group of provisioning requests, before configuring according to other provisioning requests that are not included in said group.

5. The method of Claim 1, wherein:
said configuring further comprises configuring based on performance data concerning said shared infrastructure.

6. The method of Claim 1, wherein:

said configuring further comprises configuring based on predictions concerning utilization of said shared infrastructure.

7. The method of Claim 1, wherein:

said configuring further comprises assigning a priority, based on categories of said stored customer information, chosen from:

terms of a service level agreement;

actual violations of said terms;

penalties for violations of said terms;

sensitivity to violations of said terms; and

revenue attributed to one of said customers.

8. A method of allocating computing resources, said method comprising:

analyzing at least one provisioning request;

assigning a priority to said at least one provisioning request, based on

performance data and

stored customer information;

configuring a shared infrastructure, according to

said provisioning request and

said priority; and

responding to requests for services, utilizing said shared infrastructure.

9. The method of Claim 8, wherein:

said configuring further comprises configuring according to predictions concerning utilization of said shared infrastructure.

10. The method of Claim 8, further comprising:

creating said provisioning request; and
transmitting said provisioning request.

11. The method of Claim 8, further comprising:
forming a provisioning - request group;
wherein:
said provisioning - request group corresponds to two or more customers; and
said configuring further comprises configuring according to said provisioning - request group, before configuring according to other provisioning requests that are not included in said provisioning - request group.

12. The method of Claim 8, wherein said assigning a priority further comprises:
utilizing stored service level agreement information.

13. The method of Claim 8, further comprising:
placing said provisioning request in a queue, according to said priority.

14. The method of Claim 8, wherein said assigning a priority further comprises:
utilizing a range of scores, having a high - priority end; and
assigning a score at the high - priority end of said range of scores, if:
there is a high probability of service level agreement violation; or
there is a high cost of service level agreement violation;
or both.

15. A system of allocating computing resources, said system comprising:
means for analyzing at least one provisioning request;
means for assigning a priority to said at least one provisioning request, based on

performance data and
stored customer information;
means for configuring a shared infrastructure, according to
said provisioning request and
said priority; and
means for responding to requests for services, utilizing said shared infrastructure.

16. The system of Claim 15, wherein:
said means for configuring further comprises means for configuring according to predictions concerning utilization of said shared infrastructure.

17. The system of Claim 15, further comprising:
means for creating said provisioning request; and
means for transmitting said provisioning request.

18. The system of Claim 15, further comprising:
means for forming a provisioning - request group; wherein:
said provisioning - request group corresponds to two or more customers; and
said means for configuring further comprises means for configuring according to said provisioning - request group, before configuring according to other provisioning requests that are not included in said provisioning - request group.

19. The system of Claim 15, wherein said means for assigning a priority further comprises:
means for utilizing stored service level agreement information.

20. The system of Claim 15, further comprising:

means for placing said provisioning request in a queue, according to said priority.

21. The system of Claim 15, wherein said means for assigning a priority further comprises:

means for utilizing a range of scores, having a high - priority end; and

means for assigning a score at the high - priority end of said range of scores, if:

there is a high probability of service level agreement violation; or

there is a high cost of service level agreement violation;

or both.

22. A computer-usable medium, having computer-executable instructions for allocating computing resources, said computer-usable medium comprising:

means for analyzing at least one provisioning request;

means for assigning a priority to said at least one provisioning request, based on

performance data and

stored customer information;

means for configuring a shared infrastructure, according to

said provisioning request and

said priority; and

means for responding to requests for services, utilizing said shared infrastructure.

23. The computer-usable medium of Claim 22, wherein:

said means for configuring further comprises means for configuring according to predictions concerning utilization of said shared infrastructure.

24. The computer-usable medium of Claim 22, further comprising:

means for creating said provisioning request; and

means for transmitting said provisioning request.

25. The computer-usable medium of Claim 22, further comprising:
means for forming a provisioning - request group; wherein:
said provisioning - request group corresponds to two or more customers; and
said means for configuring further comprises means for configuring according to said provisioning - request group, before configuring according to other provisioning requests that are not included in said provisioning - request group.

26. The computer-usable medium of Claim 22, wherein said means for assigning a priority further comprises:
means for utilizing stored service level agreement information.

27. The computer-usable medium of Claim 22, further comprising:
means for placing said provisioning request in a queue, according to said priority.

28. The computer-usable medium of Claim 22, wherein said means for assigning a priority further comprises:
means for utilizing a range of scores, having a high - priority end; and
means for assigning a score at the high - priority end of said range of scores, if:
there is a high probability of service level agreement violation; or
there is a high cost of service level agreement violation;
or both.